**NUSO Product Offerings**

**FAQ**

**What is SIP Trunking?**

SIP stands for Session Initiation Protocol. SIP trunking allows sending unified communications (such as voice, chat, and video) over the internet. It utilizes IP information to send and receive these communications, creating a virtual telephone line capable of connecting to both other SIP trunk networks as well as cell phones and traditional landlines.

**Does NUSO offer custom packages?**

Yes! Our sales support team can work with you to create a custom package that meets the current needs of your business while also planning for future needs. Our products can solve your communication problems with as much or as little support as you need.

**What steps does NUSO take to protect my business’s information?**

NUSO offers a variety of security measures; this includes secure signaling and voice delivery, secure IP fax services, data encryption, and configurable retention policies for voicemails. Also, NUSO collects metadata for use analysis, billing, and customer experience improvement purposes but content of customer calls is not stored. However, those utilizing the SMS and text message features are advised these communications are, by nature, not secure; users agree to not communicate sensitive information or HIPAA protected data though these NUSO provided services.

**Does NUSO support the needs of sole proprietorships?**

Yes! We are pleased to solve communication challenges of individual business owners with as much care and effectiveness as shown to large enterprise partners. The number of individual services required is easy to adjust within our custom quote tool.